

FREDERICK JOHNSON

Sales — Account Management — Operations

Randolph, NC

555-555-1212

email@email.com

- **Entrepreneurial Ivy League graduate** who builds and manages revenue-driving relationships. Strong background in sales, operations management, and client service.
- **Opportunity catalyst** who develops meaningful rapport with decision-makers to secure commitments and drive market share.
- **Strategic thinker** who identifies creative solutions to business challenges and leverages communication and relationship strengths in customer-facing environments.

PROFESSIONAL EXPERIENCE

Field Sales Representative

The Heater Store, Landing, NC | 2012 – Present

Developed and managed accounts for auto parts distributor specializing in automobile HVAC parts and components. Established and expanded relationships with parts retailers, auto body shops, and other key accounts through networking, cold calling, and consultative selling.

- **Owned order delivery** from initial order to customer receipt.
- **Provided detailed oversight** to ensure accuracy and timeliness of delivery to accounts throughout New York and New Jersey.
- **Developed and nurtured new customer accounts** through service, attention to detail, and exemplary follow-up.

Manager

Landsdown Flower Shop, New York, NY | 1995 – 2007

Performed account management, customer service, and operations for well-established floral business with prime downtown location. Gained broad experience in purchasing, pricing, and customer service.

- **Strengthened customer relationships** with key stakeholders at *New York Post*, *Inside Edition*, *Forbes*, and other major clients.
- **Co-managed operations** including purchasing, vendor management, and delivery.
- **Negotiated and managed wholesale vendor relationships** and leveraged strategic market knowledge to remain competitive.
- **Provided courteous and expedient resolution** to customer issues.

ADDITIONAL EXPERIENCE

Package Handler (Part-Time) | 2009 – 2016

United Parcel Service, Landing, NC

Consistently achieved productivity and efficiency goals in high-volume, fast-paced package logistics and distribution environment.

EDUCATION

BS in Business

Cornell University, Ithaca, NY

Majors in Management and Marketing

SKILLS

- Building & Managing Relationships
- Strategic Planning
- Consultative Selling
- Prospecting & Lead Generation
- Budgeting & Forecasting
- Pipeline Management
- Merchandise Planning
- Retail Operations
- Vendor Relations & Negotiations

ENTREPRENEURIAL EXPERIENCE

Founder

Flowers, Randolph, NC

- Conceptualized and launched online flower service.
- Secured multiple high-value domain names.
- Devised segmentation and marketing strategy.

EARLY CAREER

Currency Trader

Boston International, NY

Trade Support

Prudential Securities, Inc., NY